



Telephone Service Center Telenews

Third edition

November 18, 2003

Special Interest:

- **MobilePath Voice Mail Feature**
- **FY2004 Recharge Rates**

Next Edition:

- **Cellular Number Portability**
- **Visual Messenger**
- **Who or What is TSAC?**

TSD Contacts:

- **General Questions-**
Telephone Service Center -7997
- **Acct. No. Changes -**
Terry Munoz -6434
- **Calling Cards-**
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Adams Lee -4966
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Rachel Norton -5674
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Telephone Service Center -7997
- **Telenews Comments or Suggestions**
Janice Smith -5778
- **Telephone Adds/Moves/Changes**
Linda Tripp-Sopher -6442
- **Voice Mail-**
Charlene Stovall -6170

New Voice Mail Feature MobilePath Replaces Live Connect

MobilePath, an add-on feature to voice mail, gives callers an option of locating you at alternate telephone numbers along with leaving a voice message. With **MobilePath**, users have access to two applications to help them connect with their associates and coworkers from within the voice mailbox: **Find Me** and **Page Me**.

Find Me application offers callers the option of leaving a voice mail message or pressing 1 to connect to the user at an alternate number. Using up to three telephone phone numbers the user has previously entered, the application searches for the called person, going to each number in sequence. The caller is either connected to the person they called or is returned to the voice mailbox option to leave a message or try another extension.

Page Me application offers callers the option to page the user with their call back telephone number when returned to the user mailbox and invited to leave a message. If the caller leaves a message along with the page, the user will be notified via pager with the callback telephone number and your extension number alerting the user that a message is related to the page.

For a brochure or additional information on this voice mail feature, contact Charlene Stovall at x6170.

Question of the Month

What is the difference between voicemail ID and voicemail security code?

A **voice mail ID** is a unique 6 digit identification number required to access your voice mailbox remotely. This number is **set by TSC**.

A **security code** is **set by user**, and must be entered each time a user enters into the mailbox. If a user sets a security code, **they must enter their voice mail ID and security code when remotely accessing their voice mailbox**.

Telephone Coordinator Training

TSC is currently developing the 2004 Telephone Coordinators Annual Training agenda. If you would like to have a particular service, product or process presented, please contact Janice Smith x5778 or <mailto:JLSmith@lbl.gov> your suggestions.

New TSC's Web Page Search

For those times that you want to find data on TSC's web page (<http://tscweb.lbl.gov>) but don't know quite where to look, try the new "Search" feature.

Just click on search, type in the topic that you would like information on, and a list of all data pertaining to that topic will be displayed. For example, if you would like the names of all telephone coordinators, just hit search, type in telephone coordinators, a data list will be displayed. Click on telephone coordinators, a list of telephone coordinator names and organizations will be displayed.



Status of GSM Cellular Service

AT&T Wireless has completed its installation of cellular micro cells on the Hill. This will provide enhanced signal strength for GSM cell phone users. The strategy is to bring reception to those who currently cannot use a cell phone at their location, (e.g. buildings 6 and 74). Link up and testing should be completed by the end of December. TSC is expecting to roll the service out the first week of January 2004.

Do You Know?

Do you know that if you use a calling card for a call that is placed on your cellular phone, not only are you charged a call set-up fee and per minute fee on your calling card, you are also charged an air-time per minute fee? If possible, avoid using a calling card when placing a call on your cellular phone.

TSC RECHARGE RATES FOR FY 2004

Lines

Telephone line	\$30.00/month
DID extension number	\$6.00/month
Measured Business Line – residence	\$25.00/month*
Measured Business Line – LBNL	\$27.00/month*
Dedicated Wire Pairs Point to Point	
- both ends in same building	\$1.00/month
- ends in different building	\$2.00/month

*approximate, includes Campus or Pac Bell charges

Telephone Equipment

STE (for faxes, modems)	\$4.00/month
ITE4	\$2.00/month
ITE12 w/speaker	\$8.00/month
ITE12 w/speaker & display	\$12.00/month
ITE30 w/speaker & display	\$30.00/month
Conference phone (Stealth)	\$50.00/day
External bells	\$4.00/month
Headsets	\$136-\$240/one-time

Voice Mail

Voice mailbox w/telephone	no charge
Voice mailbox without telephone	\$11.00/month
Visual Messenger/Web .messenger	\$7.50/one-time

Usage Fees

Calling Card (domestic)	\$0.14 set up/call
Calling Card usage (domestic)	\$0.05/minute
Calling Card (international)	\$1.20 set up/call*
Calling Card usage (international)	\$varies/minute
Inside Access Set Up	\$7.50/one-time
Inside Access usage	\$0.15/minute

*varies

Cellular

Cellular - digital	\$9.99/month*
Usage	\$varies/minute*

*various calling plans are available

Pagers*

Local	\$6.65-\$11.45/month
Statewide	\$11.65-\$13.45/month
Nationwide	\$21.95-\$45.00/month

*see <http://tscweb.lbl.gov/> for individual service packages

Customer Service Consultation

Customer Service Consultation	no charge
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Moves, Adds, Changes (MACs)

Add/delete extensions	\$50.00/each
Set type change	\$65.00/each
Moves	\$100.00/each
Technician (special projects)	\$55.00/hour
Installs	\$100.00/each
Disconnects	no charge
Cable pulls	\$400.00/each*
Switch Software Change	\$7.50/each

*includes cost for installing, changing, or moving equipment

Telecommuting

Basic DSL (includes business line)	\$57.95/month
Installation of DSL	\$varies/one-time

Special Services

Video Conferencing Room	\$58.00/hour
Video Conferencing usage	\$0.15/minute/call

Conference Calling – set up	no charge
Conference Calling usage	\$0.20/minute/user*
Local and City directories	varies

*usage billed to conference requester

**For more information, Visit TSC's
home page at <http://tscweb.lbl.gov/>**